

SSIS Partnership Group

June 27, 2007

Attendees: Lisa Litchfield, Michele Bennett, Judy Pearson, Gary Lipp, Brian Doerner, Carol Wise, Beth Holmgren, Gwen Wildermuth, Gary Sprynczynatyk, Gary Bork, Pam Selvig, Michelle Kemper, Janelle White, Craig Sorensen, Kris Boswinkel, Dan Judd, Tom Oswald, Jan Luoto, Kate Stolpman, Jean Swanson-Broberg, Steve Zorn, W. T. Browne, Cheri Ashfeld

Agenda Item	Discussions / Presentations	Handouts
Call to Order	Gary Sprynczynatyk (McLeod) opened the meeting with introductions. Minutes from April 25, 2007 were accepted.	
Washington Co. Worker Mobility Project	<p>Michelle Kemper (Washington) displayed one of approximately 40 <i>tablets</i> that Washington County social workers are using to facilitate data entry and eliminate duplicate entry. This wireless laptop accesses SSIS through a cellular “aircard.” It uses a stylus for handwritten notes which can be converted to text, and then cut and pasted into SSIS. Workers use it on the road and plug the units into docking stations in their office cubes. The county’s goal is to improve efficiency and save time by enabling access to SSIS from the field. During a six-week pilot, both non-technical and advanced-skills workers liked the Lenovo/IBM X60 with wireless (Verizon) card. The unit accesses SSIS through a Citrix server. The total connection cost is about \$1,000 per user per year.</p> <p>W. T. Browne clarified that Citrix creates a secure connection to the server. No data is stored on the laptop so there is no risk of data loss if the tablet is stolen. Security is better with a cell card linking to Citrix than using a wireless connection. In his opinion, the units are worth their cost in time savings and data integrity.</p> <p>Michelle described additional features that support voice entry, dictation, Internet access, and e-mail. Washington Co. will provide additional training so that staff use more of these advanced features.</p> <p>Q: Is there DHS reimbursement for these? A. Yes, for now, at 38%.</p> <p>Q. Did Washington establish a security policy? A. Mostly just a requirement that workers take the laptops with them and keep them safe.</p> <p>Q. Is personal use allowed? A. Yes, unrestricted for now.</p>	
Project Update General	Gwen Wildermuth announced that DHS is updating its ITS Strategic Plan. She handed out SSIS’s initial vision for the timeline that follows SACWIS requirements completion. Ideas include a technology framework for all DHS systems; improved efficiency for social workers, partners and clients; and SSIS expansion to include adult services case management.	Pieces of an SSIS Future Vision

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Report from the DHS/MACSSA Technology Committee	<p>The Human Services Technology Group (HSTG) has county members who want SSIS to be web based. This would allow greater mobility but require an entirely new application. Testing mobile technology (as Washington County demonstrated) accomplishes much of the modernization and web access that workers want.</p> <p>Tom Oswald (Olmsted) noted that SSIS is not necessarily a legacy system or considered as such. In his opinion, the best outcome is getting counties' input for methods that modernize both technology and client-directed services. He strongly urges evaluating <i>how the state gets to where it wants to go</i> so that there is cooperation and partnership. The alternative is putting the cart before the horse. Kris Boswinkel (St. Louis) agreed that DHS needs to determine the most important thing to do first. Kate Stolpman stressed that interfaces with other systems accomplish data sharing while maintaining a system's familiar look and feel. It pulls and interprets what is important to the specific user. Tom believes the goal for SSIS should be one comprehensive social services system.</p>	
Fiscal Progress	<p>Kate Stolpman distributed an updated release schedule. Some interface changes require more time. Additional changes result from consulting with policy staff on how policy is programmed into the system. Testing is more time consuming and overwhelming than expected with thousands of cases entered to fully test all elements. Most claiming categories are <i>package releases</i> that don't require relaunching.</p>	SSIS Upcoming Release Schedule, 6/07
Service Arrangement/ Data Entry	<p>Beth Holmgren cautioned counties that any time a social worker fills out a form with information and passes it to another worker to enter into SSIS, that is duplicate entry. System funding was based on eliminating duplicate entry. If federal reviewers find evidence of this, repayment could be required. Service Arrangements' streamlined design requires a social worker to enter only six fields (shown on the handout). Kate said that Fiscal staff looked at ways to autofill Service Arrangements from a placement, but business rules differ too much to ensure accurate information. Jean added that placements and payments have different purposes. It is an incomplete overlap.</p> <p>Gwen asked members for advice on how to get this critical message to all counties. Discussion decided that 1) the handout will be reproduced in the next Project Update and, 2) Gary will distribute a copy of it to all directors.</p>	Service Arrangement Discussion for Partnership, 6/07

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Training Plan	<p>Lisa Litchfield recapped the intense two weeks of V4.3 release training that offered daily courses in both Worker and Fiscal applications. She thanked the 82 counties who drove to DHS's Training Center. Classes went amazingly well. In addition:</p> <ul style="list-style-type: none"> • SSIS has increased availability for county training. • The Tools for Management course on June 28 is full; the June 29 class was cancelled due to low registration. There may be another section added on September 20 to coordinate with MACSSA meetings. • Trainers taught Security Admin and Worker Setup to White Earth tribe workers. There is a walkthrough planned at Leech Lake. Their New Worker Training is at the end of August. • The statewide New Worker Training schedule has four locations planned through the end of the year. SSIS is updating the line to statewide labs so that each has a higher bandwidth. 	
Tribal Implementation	<p>Dan Judd reported that the Legislature now allows the White Earth and Leech Lake tribes to administer child welfare and IV-E eligibility on state systems. Dan and Beth Sahr did a pre-training walkthrough for Leech Lake at Walker. Tribes clearly have different approaches and knowledge bases just as counties are not identical. Dan noted that one-third of the SSIS staff (~20 employees) is already involved in some aspect of tribal inclusion.</p> <p style="text-align: center;">➤ Next meeting: <i>Wednesday, July 25</i> 11:15 a.m.-12:30 p.m.</p>	